

# Tech Support Analyst Cover Letter

1947 Chris CourseNew Walkerfort, IL 53828

**Dear Rory Reynolds,**

I would like to submit my application for the tech support analyst opening. Please accept this letter and the attached resume.

In my previous role, I was responsible for tier 2 remote post sales customization, installation, training and ongoing technical and operational support of software, systems, sub-systems and/or applications for customers or field personnel utilizing telephone and remote diagnostic capabilities.

My experience is an excellent fit for the list of requirements in this job:

- Demonstrated expertise in configuring, installing and troubleshooting PC systems, Microsoft 7 & 10, MS office applications and Outlook, network configuration, and memory management
- Working knowledge of troubleshooting ticketing systems such as Remedy is preferred
- Technical Support Experiences
- Install hardware and provide connectivity according to Client provided standards
- Install, configure, and prepare servers for operating system loads
- Build, test, and run cables between devices, peripherals, and network demarcation points
- Maintain records for assets so that all moves, adds, deletes, and changes are properly tracked and recorded
- Assist Client Level 2 and Level 3 support teams in troubleshooting hardware/network issues

**Thank you for taking your time to review my application.**

Sincerely,

Marion Murray